

Complaint Tracking for Maryland

[illegible]

Complaint Tracking for Maryland

October, 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3124E	10/02/01	24	Customer unable to reach MD Relay 900 nbr. CS thanked customer for informing and entered TT#04321373. CS unable to test due to 900 nbr. Suggested contact LEC for restriction check.	02/01/02	Tech determined 900 nbr is working. Called customer 2/1/02 and discussed this situation. Customer called lcc and learned that there is a 900 block on her telephone nbr. Customer decided not to remove the block. Thanked me for the follow up
2346	10/03/01	21	VCO customer complained that the opr kept asking her to repeat the number several times and even asked her to type out the numbers. This made her upset. Supervisor received complaint but customer hang up , no follow up and agent was approached.	10/03/01	Supervisor followed up regarding the customer complaint. The opr said the reason why he made the request to repeat was because he had difficulty understanding the VCO customer.
2354	10/04/01	3	TTY customer included his request to speak to a rep as part of his initial calling instructions. Opr proceeded to type the recording and allowed the recording to disconnect without reference to the customers request for a rep. Customer was also concerned that the opr allowed Spanish macros to be transmitted without changing them to English.	10/09/01	Had development discussion with opr focusing on the need to pay attention to the customers instructions prior to outdialing. Drafted customer letter as follow-up contact. Letter to customer stated that development discussion was held with operator to review the issues mentioned. the focus was to reaffirm the operator 's commitment to displaying both courtesy and professionalism to each and every MD Relay customer. See attached letter file.
2352	10/04/01	4	Customer wanted to know why the opr dialed the calling to number twice and what was the error made. Will investigate problem and apologized to customer.	10/04/01	Held follow up with the opr who informed me that after outdialing the 1st time she forgot to utilize the correct billing info which is why she hung up immediately and proceeded with the correct info.
2366	10/18/01	5	Customer complained that agent typed dialing local call and then stopped and that was all. Letter was sent to customer thanking customer for providing us feedback and that her concerns had been addressed.	10/23/01	Talked with opr and they do not remember any calls that had disconnected in the beginning of the call.
2348	10/02/01	7	CA2609F's typing speed is in violation of the FCC rules! She typed way way below 60 wpm as required by the FCC. Please look her up asap! Email from Sony to Lennox Hood.	10/04/01	Talked to operator. Stated that she does not remember typing slow on any calls that day. Referred back to the acct mgr.

Complaint Tracking for Maryland

November 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2380	11/03/01	4	Customer upset because agent was unsuccessful in trying to send heartbeat recording to her dr through relay. After call was over she called back and wanted to speak to the same agent again. AIC told her we could not honor the request and customer swore at	11/05/01	Talked to customer, explained transmittals were not working through relay. Customer hung up. 11/5/01 Letter was sent to customer.
3285E	11/05/01	21	Caller complained about agent 2605F that she asked agent to dial "LNR" and get billing dept. She kept sending caller the nbr calling to pls macro. Caller said she typed "Last Number Dialed". Agent kept sending the same macro. After all this she said agent	11/06/01	Coached on lnr, fd and em got commitment from agent to do so.
2382	11/05/01	1	Customer expressed a concern about the time it took the opr to dial out for his LD call.	11/05/01	The Opr in question informed that she had to dial twice, due to the first time going out over the Sprint network as opposed to Qwest. Informed the customer of this and wanted contact forwarded to AM
2387	11/10/01	00	Customer issued complaint that they were unable to get thru to the relay when calling the 800 nbr. Customer stated they held on for 30 rings and there was never an answer. Informed customer a tt would be issued.	11/10/01	Initiated a TT on the problem also contacted TMCC about the complaint and was informed that there was no down time during today's sessions. I tested both relay nbrs and answer response time was immediate.
3319E	11/13/01	12	When I made a 2line vco call this CA did not understand how to process the call. I specifically requested 2 line vco and instead the CA announced the call. It was very confusing. I asked the agent to hang up and then asked if she was familiar with 2 line vco. RCS response: Thanked the caller for letting us know and assured that we would send the complaint in to have it investigated further to make sure the agent got further coaching on 2 line vco call procedures.	11/15/01	Discussed with agent who admits there was an error made at the beginning of call... apologized to customer. Agent now understands 2 line vco procedure after review.
2386	11/13/01	1	Stated opr dialed out too slow. Customer was informed someone will investigate the complaints to see if there was a tech issue. Customer wants this complaint cc to AM and PUC.	11/27/01	Discussed with agent and developed on outdialing procedure. Letter sent to customer.

Complaint Tracking for Maryland

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2385	11/14/01	09	Customer complained about operator 2560 who refused to repeat information given on a call with a different voice party. A new Voice party came on the line, TTY customer asked opr to repeat information givento 1st voice party -- opr refused. Customer Stated other operators do this . Customer complained process of re typing "Waste my time" customer recommend putting into newsletter.	11/14/01	Explained operators are trained that each all is individual, so if a new voice caller comes on line, operators are not permitted to repeat any information. Explained relay is designed (by law) as "functionally equivalent" meaning if TTY Customer waw hearing, all info wid have to be repeated as well. Stated would give recommendation to marketing team for consideration. Agent followed procedure no follow up needed.
3669	11/17/01	7	The agent did not type the AOL recording correctly. Agent in charge apologized to the customer.	11/17/01	Sup spoke with agent. Had agent to pick option 1 after typing all the option the caller asked what happened to the option to hold til the line was answered. Agent said agent typed it all. I don't believe that was an option for a live opr. None of the options were hold for rep. Customer said you're wrong, I don't believe you typed all the options. The customer asked for a sup and the agent in charge came over. AIC asked the customer to hold while she reviewed the screen and found there was no option for a live opr as the customer had requested.
2388	11/19/01	00	Customer indicated that he called into MD relay 3 times. 1st time 2633F didn't dial, tty hung up and redialed to 2311M and he didn't dial. Redialed 3rd time to 2633F and spoke to AIC. Customer said is everyone asleep or what's going on? Customer wants ctr mgr to call or contact him. tty customer mentioned that this incident could hurt our contract renewal chances.	11/21/01	Held follow up discussion with 2633F who indicated that she had to put eyeglasses on which delayed the dial out causing customer to hang up. She had been coached on the importance of being prepared to take calls. Held follow up discussion with 2311 M who indicated that he has no recollection of that call. he has been reminded of the importance of being prepared to take calls.

Complaint Tracking for Maryland

[illegible]

Complaint Tracking for Maryland

December 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2402	12/04/01	3	Customer could not hear opr. Could not get her attention. Tty was confused. Had to repeat info. TTY customer got very confused. Voice caller had to terminate call. Voice caller attempted to get opr attention to up the mic volume opr ignored customer. Apologized for level of svc received. Stated while in opr mode all comments are directed back to tty customer however opr should not have ignored customer.	12/05/01	Coached agent. No customer contact info to follow up on.
3406E	12/04/01	24	Recent days vco customer cannot call his investment company thru MD relay. He gets a recording saying nbr cannot be completed as dialed. He has been calling this nbr thr the relay for years and recently in the past few days the relay system will not allow his calls to complete. TT 04578286 Assured customer that a tech would check into the problem.	01/22/02	Attempted to reach customer on 1/18/02, 1/21/02 and 1/22/02. Tech performed test and found it to be functioning
2403	12/04/01	21	Voice caller place a call to wyndtell pager. Paging system disconnected as opr was leaving msg. Customer asked opr to repeat info typed into msg. Opr refused. AIC was called and reiterated same info (based on the fact that the call was terminated. Customer stated a female sup informed her oprs could repeat info to customer. Customer upset in paying \$0.65/min to talk to sup customer stated she has the right to know what has been typed and accused MD relay opr of not typing verbatim.	12/04/01	Left messages on the customer's ans mach. Clarified with training sup in this situation opr can repeat info back to customer. Spoke with opr handling call and gave correct info. Escalated to marketing manager.
3411E	12/05/01	22	Customer called to report that she is branded for VCO but when she was connected to this agent the vco was not automatically detected and created problems in connecting properly. Her vco branding did appear when she called in to CS. I apologized to the customer for the tech problem. I advised I would open a TT for the relay techs to check it out and forward it to the AM. TT 04582244	01/22/02	The number is already branded as vco. Attempted to reach customer. 1/15 left voicemail. 1/21 busy 1/22 busy
2410	12/08/01	29	Customer complained that it took him 3 tries to get through on the 711 line. The caller indicated that he was calling from his cell phone. And would also like to know if his cell phone could be branded. Would like a follow up on this and the tech issue.	01/15/02	Cell phone not in service and the other phone number given does not answer.
2411	12/11/01	5	Three times when I called a few min ago I got this opr and all 3 times she disconnected me right away. Thanked customer for providing feedback.	12/12/01	Talked to opr. Remembered having a call disconnect 2 times. Reiterated to her the importance of giving quality CS at all times.

Complaint Tracking for Maryland

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2414	12/13/01	3	Customer complained that the opr became rude to him and refused to redial the nbr that he called. She said my msg became garbled and I asked her if she could read me now then she said a few nbrs. So I gave her the nbr and she would not continue after 10 rings. She simply said ok at the end.	12/17/01	Spoke with the Ca who indicated that the customer simply typed continue after the ringing macro and she was not sure of what that meant. The CA also indicated that her response mirrored his. I spoke with the customer again and asked for a tape. The customer disconnected.
2414	12/13/01	17			
2417	12/15/01	24	Customer stated she previously has been able to get her call through with no problem to this nbr. When the agent outdiald the recording stated there was temp trouble with the line. She was very adamant the trouble was with relay and wanted the line checked. Customer was told there was a temporary problem with the line. Please try the call again and call back to advise. No other problems after that.	12/19/01	Customer used relay after this with no problems and there were no additional problems
3680	12/20/01	5	MD tty user says this agent hung up on her. Customer wants a call back telling her why this agent hung up on her. When you call back if you get her ans mach you can leave a msg and she will get it. Informed the customer that I would forward this to the appropriate ctr and that she will receive a call	01/22/02	This agent is no longer with Sprint. Attempted to reach customer 1/18/02, 1/21/02 1/22/02 with no luck.
2429	12/22/01	21	Caller indicated that opr after typing ans machine did not allow her to leave a msg. She felt that she should have been given the opportunity on the first time to be able to leave a msg and not have to redial to place a msg. Wants a follow up phone call on procedure.	12/24/01	12/24 talked to opr and stated that ans mach had timed out before being able to leave the voice now macro. Therefore the customer became upset. Tried to call customer and the line was repeatedly busy.
3684	12/25/01	21	Caller said agent 3228F explained relay to outbound and they hung up. Caller does need a follow up contact immediately. Caller said they are keeping a print out of conversaton just in case they don't get called back. Caller wants a detailed explanation as to what happened and why. Thanked the customer for their concerns about call processing and explained to customer that the info given would be documented, investigated and a call back would be given as requested.	12/27/01	while relaying the outbound asked the agent to repeat a portion of a previously typed response. The agent informed the outbound that she was unable to repeat prior info. The agent stated that she could type to inbound and request the info again. Outbound refused and wanted the agent to repeat. At this time the agent requested sup while waiting the outbound disconnected. The agent kept the inbound customer informed as to requesting sup etc. The inbound request agent to redial. While ringing the inbound disconnected

Complaint Tracking for Maryland

[illegible]

Complaint Tracking for Maryland

January 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2444	01/04/02	5	Customer said yeah x!@*# opr hung up on my friend without my @#*&% permission. Customer said that the opr shoud not hang up on his girlfriend. In response to customer's complaint I asked him to refrain from using profanity to me and the opr and told him I would follow up with the opr re: his complaint.	01/04/02	Opr said that the voice party disconnected the call but the customer thought that the opr disconnected the call. She did inform the customer tht opr would close the call if voice person disconnected but will have to investigate further. Unable to reach customer after several attempts. He had informed me that it would probably be hard to reach him since he would be moving to another location.
2447	01/05/02	3	Customer stated he had gotten this agent for 3 of his calls and the agent didn't dial out the nbr. She didn't place the calls and she ignored him. He states this is the 3rd complaint with this agent and also her spelling is ridiculous. He had complained to another sup. he was very upset and wanted something donea bout the agent. Sup called cusotmer and gave branded vco nbr to call into relay. Discussed branding of line. Customer upset that opr ignored him .Forwarded complaint to correct ctr.	02/10/02	Agent is aware how to connect with vco caller and at times it is not possible to do so.
2450	01/05/02	27	Customer complained about her info not showing up on screen because the agent did not get the phone nbr and had to ask the caller for the nbr. She complained that this has happened to her before. Pls check for any tech problems. Customer was told that complaint would be forwarded to appropriate sup for resolution.	01/05/02	Tech determined that the position is in use and it is working fine. Suspected it is users tty which is causing the problems.
2451	01/09/02	21	Customer complained that 95% of the time she has to repeat the calling to nbr for the opr after the macro you may voice now. Customer stated that the opr failed to give complete auditory info and should have also type line has disconnected. Instead opr let her waste time by leaving msg after the line disconnected. Opr told her she didn't hear when cusotmer said she wanted to leave a msg. customer stated that she never mentioned to opr she wanted to leave a msg and opr should be trained to type been ga to let vco person be aware that is' time to leave msg. Customer would like a follow up.	01/10/02	Opr said customer came speaking the nbr calling to but the nbr was incomplete. Opr aske customer to repeat and followed procedures for processing the call. Placed follow up call to customer several times but only received busy signal every time.
2451	01/09/02	4			

Complaint Tracking for Maryland

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3691	01/10/02	5	The agent disconnected me. I asked her to change agents because she was being very rude and she disconnected me. I apologized to the customer and asked if he could get the agent id nbr when he called his party back.	01/10/02	The customer later called me back and said that his party didn't have the agent id nbr either. I apologized again and let him know that without an agent id nbr I could not persue the agent and coach them.
3691	01/10/02	17			
3692	01/12/02	4	Vco custoemr was not happy with the processing of her call because the agent did not give a ga after sending the macro. Customer says that each time she told the agent that she did not have the ga the agent sent ur msg left and no ga. I told the cusotmer that for some reason she was not getting the ga because I was looking at the ga on my end. There was a ga after each msg. Customer said that was not possible becasue she had talked to the tech people and they told her it was not possible to be at one end and not the other. Customer also said that agent would ahve appeased her if she told her she was sending ga instead of sending the whole msg again. I explained that the agent sent the whole msg again because she thought she had not received it. Customer wants a call from my mgr. Informed the customer that I would give the complaint to my mgr.	01/30/02	Paged customer 3 times - 1/28, 1/29, and 1/30. No response received.
3072F	01/16/02	34	TTY unable to make local call thru MD relay. The relay agent typed you must dial a 1 to complete the call. Calling from a residential nbr. Checked CIS for mileage and listed as local call. 17 miles. Advised caller the recording is from LEC. Apologized for problem encountered. Advised complaint and TT would be forwarded to MD AM. TT 04730921	01/29/02	Called customer 1/22, 1/28, 1/29 - left msg first time and no answer following times. Tech updated this routing info. Test successful
7319	01/17/02	8	Customer processed call with this agent on two separate calls the hearing customer were unable to hear the agent voicing very well and wants the agent to speak up. I apologized and informed customer that the sup will meet with the agent to find out if the headset is working properly or possible equipment problem. Apologized again. Customer satisfied with sup looking into the situation does not need follow up call.	01/29/02	Discussed with agent. Agent was never informed during call about volume, but has received a new headset.
2453	01/19/02	32	Customer said a deaf caller continues to harrass her thru relay. Wants to have her nbr blocked from his calling thru relay.	01/19/02	Called customer and gave the 800 nbr to customer service to have the nbr blocked.
2454	01/22/02	1	Customer complained that the opr took a long time to outdial the call after the calling to nbr was given. Customer understands that a follow up discussion will be held with the opr.	01/22/02	Held follow up discussion with opr and gave copy to the ops mgr.

Complaint Tracking for Maryland

[illegible]

Complaint Tracking for Maryland

February 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2460	02/07/02	5	Opr dialed the nbr before getting the ga. I wanted to give a name as well. Then the opr hung up on me.	02/07/02	Agent is a former employee. 2/18 a letter sent to customer.
3167F	02/07/02	24	Customer cannot connect to the 900 MD relay nbr. A tt was opened 04820736. I apologized to caller for the problem and let them know a tt would be opened.	03/07/02	Technician tried 900nbr and calls went through fine. Possible block by the lec on customer line.
2462	02/08/02	5	Customer stated that opr 2615F hung up on her after she gave her an ans machine msg to leave and did not know if agent left msg.	02/09/02	Consulted with opr. Opr did not specifically recall the call but remembers leaving several messages. Customer did not provide contact information.
2463	02/11/02	9	Customer said that she tried to order lunch frm a chinese restraut and the opr said that the person hung up on her. She asked her husband who can hear to call the restruant and find out why the lady said that the opr did not want to translate her. Did not type what she said.	02/11/02	Followed up with the opr regarding the call and opr does not recall processing a call to chinese restraurant today and thinks that it is the wrong opr. Followed up with the customer who indicated that she may have given the wrong opr nbr but will get back to us if she finds the correct nbr.
2465	02/12/02	17	Customer said that the opr was typing background info and when she told her not to do that the opr responded to her in a rude and nasty tone of voice by saying I suggest that if you don't want it to be typed don't say it. Thanked the customer for the feedback and assured her that eventhough the opr is correct intyping background info, that I will address and coach on the appropriate tone of voice when responding to customers.	02/12/02	Follow up held with opr.
2469	02/18/02	3	TTY customer stated that agent was instructed to type all info and enter selection 2. Customer stated after dialing out agent typed very slowly making spelling errors.	02/19/02	Called customer at 2:20 and 2:23p and 2:45p no answer. Held discussion with customer on 2/19 and thanked him for feedback. Informed him that I have followed up with the opr and she has been coached on her typing accuracy. Informed him that the opr admittedly had a lot of typos and explained that she was typing the entire msg as instructed and after typing that info the recording hung up before she could enter "2". I asked the customer for clarification on his instructions to the opr since it is difficult to type all recorded msg and then select an option since the recording will time out and diconnect. Customer said that he was on another call right now and had to say forget it. NO further contact held.

Complaint Tracking for Maryland

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2472	02/20/02	24	Customer said that she had three voice person complain that they are experiencing problems when calling 711. All were calling from their place of business. Thanked the customer for the feedback and informed her that I will forward the contact to the tech for follow up.	03/21/02	The technician contacted the customer. Customer provided businesses that were having trouble calling her via 711. Technician contacted those businesses. Both were using private PBX's. Advised busniesses to update their PBX system to include 711 to their routing tables.
3203F	02/21/02	3	Caller was very mad at this MD relay agent for not leaving her msg on the ans mach of her sup that her baby was sick and she would not be able to come to work. This caused the customer to be reprimanded at t work for not calling in to let her work know that she would not be coming to work. I apologized several times to the customer for this problem and let her know that a complaint would be to appropriate mgmt about this agent.	03/06/02	Agent 2258F is not a # that is being used by this relay.
2474	02/21/02	21	Customer said I recently dialed nbr and this opr first said ringing and then changed to busy. I don't believe her. Advised customer I would look into this matter and follow up with him.	02/21/02	Talked to opr and other sup. Customer had previously reached voice mail and then it rang then was busy was confused. Letter sent to customer.
3706	02/21/02	21	Customer said it is not fair that the agents will not tell the tty user how the person on the phone sounded after the call. This process needs to be changed. I have spoken with other tty user who feel the same way, it is not fair we need to know how the person sounded when they were speaking with us. Apologized to the customer and thanked him for taking the time to let us know.		
3208F	02/24/02	21	Customer said I know it's not the agents fault. When opr writes down msg and I mess up the opr says they cannot erase where I mess up and I can't remember. Opr has to erase all msg. It's awful and it doesn't sound right. It would be easier if opr would erase it where I mess up and I want to know why because when I mess up that I have to move on from where I messed up but sometimes msg is important. It's not right that the opr cannot erase where I messed up I don't mean all the msg mess up only a part and that's all. Advised I would forward to sup for clarification. Sup would contact cusotmer about this issue.	04/10/02	Lezlee (supv) left a message on Ms. Smith;s voice mail I informed her that since a supv was assisting her on this call with the agetn and the CS Rep we thought her questions were answered. Left information for Ms. Smith to contact me with further questions and concerns.

Complaint Tracking for Maryland

[illegible]

Complaint Tracking for Maryland

March 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2480	03/06/02	5	Customer said that the operator disconnected her call and that she was rude and interrupted her. The customer said that she thinks that the voice person might be thinking that she hung up and she was being rude.	03/06/02	operator was developed on the appropriate way to inform the customer about opr error so that he customer can understand fully and clearly about what happened on the call.
2481	03/08/02	00	I received poor quality of service from opr 2306F. At the end of my request to call another number she did not return to me I waited & waited. I said "Are you there?" she said "yes" I did not know if we ever had complete closure on the last call."	03/08/02	Spoke to opr. Opr stated that she had typed recorded msg to customer and was waiting for customer's response. Reiterated the importance of giving quality customer service @ all times. 3/12 Letter sent to customer.
2481	03/08/02	04			
3280F	03/12/02	17	Ms. Carr reports that agt 2609 was rude she received a call via MD Relay when agt was asked if she had received a Relay call before Ms. Carr said yes but agt continued to explain when she told agt again the agt said: "you sill have to wait" and the agt had an attitude she has been receiving RElay calls for 10-20 years from TTY relative when she asked for a supervisor STEve French spoke thru interpreter of Relay agt but did not identify he was doing so caller advised this is not the proper procedure and she is very familiar with Relay with past experience with MCI Relay. Steve French was rude, kept interrupting Ms. Carr, was not concerned about her complaint, told her if she did not like the way the call went or didn't want to take calls he cld set it up so she didn't have to receive any Relay calls supervisor will be reported to FCC if he does so she asked to speak to another supervisor and Mr. French advised he was only supervisor available. Ms. Carr knows this cld not be the case is familiar with Relay and knows there are more than one supervisor available. Ms. Carr hung up and calle	04/16/02	AM follow-up I called this customer after I obtained the follow-up from operations. I shared th result. Ops has coached CA and mgr has discussed w/ the supervisor on customer issue. Customer is satisfied and appreciated of this discussion.

Complaint Tracking for Maryland

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2483	03/12/02	17	Customer reported that operator 3147 was rude because while she was speaking with her aunt she cld not understand what was being relayed and she requested that the opr repeat but opr did not repeat or respond to her at all. Customer is very upset.	03/19/02	The agent had called me (Lezlee Brown (relay sup))over to assist her on this call. The agt had voiced the info that was typed. The voice person said that she did not understand what the caller said. The agt typed what the voice person said (the outbound did not understand) to the tty user. While the tty user was typing back the voice person said, "I mean you agent I do not understand what was said." Agent responded by saying she cld not be part of the call. Meanwhile the TTY user was still typing to the agent and the agent cld not type what was being said by her and the voice person. I informed the agent that she did the correct thing becuz relay is not allowed to be part of the call. The agt did respond to the voice person when she asked the agt a question. I informed the agt that was correct, that she shld respond to the customer to redirect them back to the call.
10518	03/18/02	29	Pam Stewart forwarded the complaint from James. He expressed several concerns: 1)CDB profile got lost or erased. 2) OPEX as coc was not reflected 3) OPR was not willing to do "Immediate Credit"		I emailed to James followig up on his concerns.
2486	03/21/02	04	Customer stated operator was "rude with attitude" she have me prompots for a series of GA's (kept typing ga, ga, ga, ga, ga) operator stated "she waited too long", then hung up on me.	03/21/02	Discussed with agt and emphasized importance of providing the best customer service. Explained the importance of keeping customer informed at all times during call. Agent stated that customer was not responding several times to outbound Agent will keep customer informed by typing "everything" heard (CANNOT READ REST OF FAX) (letter to customer attached)
2486	03/21/02	05			
2486	03/21/02	17			
10519	03/21/02	00	Customer stated that MD Relay did not answer the call for 3 mins on March 17 at 6pm.	03/21/02	The ASA at the time of the call is 0.8 no calls were abandoned during 15 minute frame. Email w/ result was sent to the customer.

Complaint Tracking for Maryland

[illegible]

Complaint Tracking for Maryland

April 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3377	04/06/02	24	Customer called to say "MD relay oprs and Juanita transferring my line to u cust it seems we're having problems. I been trying to get a hold of my friend and none of them cld get thru all they say was fast busy signals and then I had mom call there for me got thru no problem. They say they haven't been on phone all day aonly been on home 3 times doday all were briefly so then they say for me to try call them now my mom hang up the phone and I try again got connect with opr 2505F. The tried that nbr busy fast signal spoke with acting supervisor Juanita and she tried and got same fast busy signals I thought maybe they're having terminals proble. Like they has last year so perhaps u can try call this nbr and see if u can get them for me the nbr is 443 919 0291 local call Diane ga"	05/10/02	TT results - Pos local exchange problem.
3409F	04/15/02	21	I just received a relay call from opr 3005F. When I answered she asked if I had taken a relay call before, and I said yes. Then she went on to explain about the "GA". I asked if she cld hold because I had another call at this business, but she said no "I have to type what you are saying, I'm not having a conversation with you." She continued speaking after I put her on hold, and when I came back on the line she was still speaking and I had missed everything that she had said, so I asked her if she cld please repeat. The nshe began typing back to the caller, I did not want her to type that to the caller I just wanted her to prepeat what she had said because I missed it. I did'nt like her attitude, I can hear her in her voice whether the caller cld hear her or not. I chose not to speak to this operator and another operator took over the call. I spoke with a supervisor. LezLee and explained to her what happened. She was very nice, but said she had to look up to find out what the opr shld have done in this case. Shouldn't the supervisor all know the stan	05/10/02	The agent was coached for his attitude. The agetn was informed that hse was correct for not repeating the information. Tried to contact customer for follow up on 3 occassions - 4/15, 4/16, 5/10.
2494	04/17/02	01	Opr 2225F or 2522F not call for us. I wait 5 , 10 min! I want good fast service. Don't need (person hung up) just say goodbye sksk. I am new to MD love via Relay.	04/17/02	opr did not remember any outdial issues today opr has exemplary work history. Opr 2225F does not exist.

Complaint Tracking for Maryland

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3727	04/24/02	04	Agent 3029F called to outbound nbr as requested. When the party answered the phone, they apparently did not hear the agt. The agt typed the greeting "hello hello hello" as the agt attempted to announce the call. The outbound then hung up and the agent sent the ALT 0 Macro (person hung up). Mr. Mann asked the agt if they had announced the service to the outbound. The agt replied with the ALT J macro (agt no longer has that info). Mr. Mann then asked to speak to the supervisor. The supervisor advised that we were in violation of the MD contract by not keeping the caller informed and he would be reporting it to Pam Stewart.	04/24/02	Technicians determined that the opr incorrectly plugged handset jack upside down - This caused outbound caller not hear the opr.
3445F	04/25/02	29	Customer calls 711 and relay operator 2403 and 2211 answered on two different occasions. Customer has new VCO equipment and he does get answer from relay, but when he tells relay opr nbr to dial they don't hear him, he gets no response. Sometimes he gets a very loud buzzing noise before he finishes giving the nbr to dial.	05/07/02	Technician determined that there's nothing wrong - unable to duplicate the situation during test. Possible incorrect use of equipment.
1898	04/29/02	17	TTY upset because last opr disconnected TTY. Says it's a reoccurring problem and is getting tired of hearing it's a "technical problem" and wants our office to come up with a better excuse. Her TTY tape showed "Dialing local #" and the opr said the # was wrong. TTY said its right # and the opr hung up on them. Happened just a moment ago.	04/29/02	Apologized for the inconvenience, informed caller I would document the complaint. Since the TTY wanted to place a call, I put the CA back on to complete the call.
2499	04/26/02	3	Called a person in Florida Asked opr not to announce relay. When call was connected she said it was relay and if there was a tty user available. Assured customer I would look into the matter and respond to her.	04/26/02	Talked to opr advised of proper protocol. Noted in ADL. 5/2/02 - Letter was sent to customer.
2500	04/29/02	5	Opr disconnected on me a few minutes ago. This is not the first time this has happened. Thanked customer for providing feedback. Advised that I would look into the situation and respond back to her with a letter.	04/29/02	Talked to opr. Did not remember call. Reiterated to give quality customer service at all times.
2497	04/24/02	21	Pam stated Willis Mann called into MD relay 3x and got no agents each time. Processed the voice party could not hear the opr resulting in a disconnect. Pam requested this complaint be escalated to an acct mgr and contacted back ASAP.		Reports re-ran and found the agents were sitting at position 4130. - GGated the position to the test gate and placed outbound calls. Found - That the headset multi-jack was upside down compared to normal. The agents plug in incorrectly and this causes the outbound to not hear the agent and the agent can still hear the outbound. This has been - corrected to where the multijack is

Complaint Tracking for Maryland

May 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2502	05/06/02	00	Customer Complained that the operator took about 1 minute to respond to her request to change her settings.	05/07/02	5/7 followed up with customer informed her that the opr had problems fulfilling her request and has been reminded of the importance of keeping her informed. Thanked the customer for the feedback and informed that I will follow up with the opr. Opr explained tha she sent the wrong macro and when she realized that she processed with the correct macro "ALT D".
2503	05/07/02	17	Customer received call on 5/6 from daughter. Opr was very hard to follow in not saying "go ahead." Second, opr was rude in not responding to cust's questions at all when asking what opr is tying when voice caller was not talking.	06/09/02	Supv consulted with Opr 4836F who does not specifically recall this exchange. But opr knows to provide informational statements such as "Everything heard is typed" and Opr cannot engage while the user is on the line."
2505	05/07/02	03	See Attached sheet. Request contact from acct mgr.		See Attached form from B. Gordon. Opr 2706M stated that he was listening to the options and as soon ash he heard "computer" he entered the option. Coached on following customer instructions got commitment.
2506	05/07/02	03	Customer stated that opr did not connect to correct dept.	05/07/02	Talked to opr, did not hear listing for computer upgrades.
1923	05/08/02	05	This customer stated that she is fed up w/the Sprint Relay service. Has been experiencing a lot of disconnections yesterday and today. Since she is making a lot of business calls and expressed concerns that people wld think she is rude by hanging up on them. She also wanted to know if it's true that there has been a lot of problem w/relay disconnecting and that they (other CA) disconnect after 30 sec per to a newsletter she gets.	05/08/02	I called the customer & reached TTY answering machine on 6/10, 6/11 & 6/12. I left the message & asked customer to return my call. Unable to reach customer
2504	05/09/02	17	Relay yelled at me not to repeat words. Pls not paying attn then opr not nice at close typed goodbye sksksksksksk then opr hung up. Opr told me not to use words more than once.	05/09/02	Coached oprt to maintain transparency. Told opr not to instruct custs on how she thinks calls shld be made. Coached to remain polite or call a sup for assistance. Got commitment.

Complaint Tracking for Maryland

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2510	05/17/02	24	Mr. Buffington called the relay three weeks ago to leave a nbr for the voice woman to call him. When the voice person attempted to reach Mr. Buffington via relay, tty relay agent heard fax tones. Mr. Buffington was puzzled by the response but found out thru his friends this is a common problem with nextalk system. He wants to know if the agents cld wait 15 to 20 seconds for tty response? I informed him someone will get back to him about this.	05/17/02	Called customer at 8:31 & left message for customer. Explained voice customers can call 711 to avoid TTY tones. Left contact name & nbr if has more difficulty.
3011G	05/17/02	22	Customer has been having difficulty getting relay to answer her call as VCO. It seems the customers VCO branding is not appearing to agents and did not appear to me. I apologized for any inconvenience this may be causing. I told the customer I would document her complaint and open a trouble ticket for relay technicians to investigate. The customer wld like follow up from the acct mgr regarding the resolution of her trouble of her trouble ticket Trouble Ticket I000179181.	06/10/02	Technician rebranded the nbr as vco. Branding changed due to recent file work. I called the customer and shared the result.
2513	05/18/02	21	Ms. Dacon stated agent did not respond to her, kept her waiting a long time. Once the ageth did respond, Ms. Daron asked for a supervisor. Agent did not get a supervisor on the call Ms. Dacon requested a feed back in this matter.	05/20/02	Talked to opr stated that she asked customer to hold for supervisor and when AIC came over tty customer had disconnected opr also stated that she did not keep customer waiting but for some reason tty customer did not see what she typed. Called customer at 345p left a message on her tty stating that the situation had been resolved.
2514	05/20/02	05	customer indicated that the opr hung up on her or was disconnected.	05/20/02	Followed up with he customer to inform her of the feedback from the opr. Customer thanked me for the feedback. I informed Ms. Daron that I will follow up with the opr and thanked her for the feedback. Followed up with the opr who indicated that customer disconnected the call cuz after she placed the call and communicated to the customer the call dropped from her screen.
2517	05/29/02	17	Stated agt was really rude to the representative handling the call. Finally the agt was abrupt and she became really rude at the end. The call was recorded.	05/30/02	Talked to opr stated stated was nto trying to be rude. Reiterated the importance of giving quality customer service at all times. 7:50p Called customer and apologized for level of service received.